

1-800-BetsOff Help Line

Monthly Activity Report

April 2016

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	468	2 min
Live Chat	8	5 min

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	41	9%	1	13%
8 a.m. - Noon	107	23%	1	13%
Noon - 4 p.m.	142	30%	3	38%
4 p.m. - 8 p.m.	119	25%	3	38%
8 p.m. - Midnight	59	13%	0	0%

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	74	16%	2	25%
Tuesday	71	15%	2	25%
Wednesday	57	12%	1	13%
Thursday	69	15%	0	0%
Friday	91	19%	3	38%
Saturday	68	15%	0	0%
Sunday	38	8%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	37	8%	11	2%	26	6%	0	0%
Gambler's Anonymous info	17	4%	7	1%	10	2%	0	0%
Need local # for treatment center	1	0%	1	0%	0	0%	0	0%
Other gambling related issue/?	2	0%	1	0%	1	0%	0	0%
Request for BETS OFF info	1	0%	0	0%	1	0%	0	0%
Request for gambling ed materials	1	0%	0	0%	1	0%	0	0%
Treatment inquiry for self	69	15%	40	9%	29	6%	2	25%
Treatment inquiry for other	26	6%	16	3%	10	2%	2	25%
*Sub-Total	154	33%	76	16%	78	17%	4	50%
Information about line	4	1%	4	1%	0	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	108	23%	45	10%	63	13%	0	0%
Lottery issue/question	43	9%	32	7%	11	2%	0	0%
Other (wrong #, hang up, prank, etc.)	159	34%	122	26%	37	8%	4	50%
Sub-Total	314	67%	203	43%	111	24%	4	50%
GRAND TOTAL	468	100%	279	60%	189	40%	8	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	106	22%	47	15%	59	19%	0	0%
Provided gambling assistance/counseling	13	3%	9	3%	4	1%	0	0%
Referred to IDPH/Website	0	0%	0	0%	0	0%	1	13%
Referred to Lottery	41	9%	31	10%	10	3%	0	0%
Referred to national #/out of state source	77	16%	2	1%	75	24%	1	13%
Referred to treatment provider	57	12%	57	19%	0	0%	1	13%
Request sent/referral to ISAIC	0	0%	0	0%	0	0%	0	0%
Supplied requested info	13	3%	12	4%	1	0%	2	25%
Sub Total	307	65%	158	33%	149	32%	5	63%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	166	35%	123	26%	43	9%	3	38%
Sub Total	166	35%	123	26%	43	9%	3	38%
GRAND TOTAL	473	100%	281	59%	192	41%	8	100%

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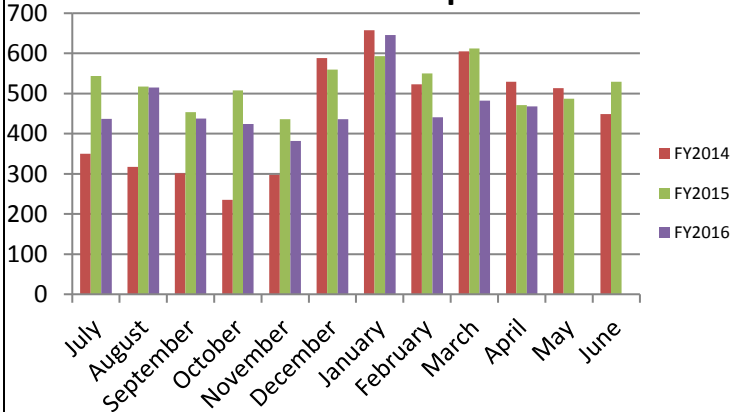
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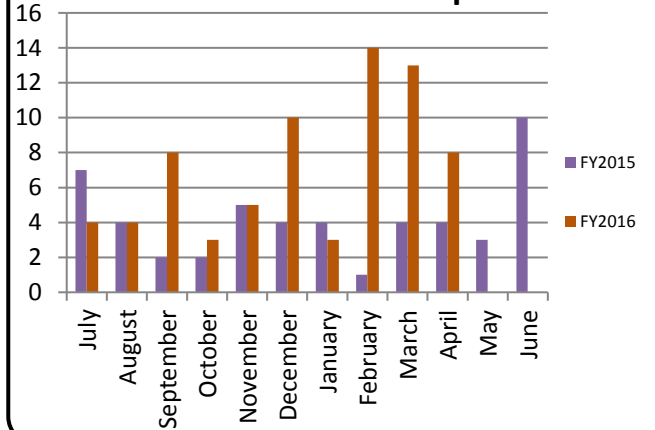
Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	9	0	9	8	7	88%
Pathways	10	0	10	9	7	78%
Prelude	15	1	16	9	9	100%
Problem Gambling Recovery Services	6	0	6	5	5	100%
Community & Family Resources	3	0	3	3	2	67%
Family Services	3	0	3	3	3	100%
Jackson Recovery Center	3	0	3	3	1	33%
Compass Pointe	2	0	2	2	2	100%
Substance Abuse Services	5	0	5	4	3	75%
Prairie Ridge Treatment Center	1	0	1	1	1	100%
TOTAL	57	1	58	47	40	85%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
Not applicable	0	0	0	0	0	92	185	170	187	165		
Billboard	0	0	0	0	0	6	9	4	13	2		
Casino	0	0	0	0	0	152	139	175	187	163		
Lottery	0	0	0	0	0	33	161	23	23	38		
Radio	0	0	0	0	0	5	4	2	4	5		
Refused to provide	0	0	0	0	0	3	4	3	2	3		
TV	0	0	0	0	0	6	3	3	12	11		
Website - Bets Off	0	0	0	0	0	37	9	16	17	31		
Website - Other	0	0	0	0	0	6	2	6	1	5		
Other	0	0	0	0	0	15	49	39	36	45		

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Total
799
34
816
278
20
15
35
110
20
184